



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support

Bureau of Welfare Initiatives

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
FSET Administrative & Provider Agencies  
Child Care Coordinators  
W-2 Agencies**

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**SUBJECT: CORRECTING CHILD CARE  
UNDERPAYMENTS**

**BWSP OPERATIONS MEMO**

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**Non W-2** ☐ **W-2** ☐ **CC** ☒

**PRIORITY:** High

**EFFECTIVE DATE:** February 28, 2000

**PURPOSE**

This memo provides information on how to correct an underpayment made to a provider when:

- Zero hours of attendance were entered in error on CCAR for an attendance based authorization and as a result a zero dollar issuance was made for that week of attendance.
- Fewer than the actual hours of attendance were entered on CCAR for an attendance based authorization and as a result there was an underpayment made for that week of attendance.

**BACKGROUND**

Prior to this automation change, positive adjustments could not be made when a zero dollar issuance was made. This made it difficult to correct underpayments that resulted from zero hours of attendance being entered on CCAR when there were actual hours of attendance greater than zero for an attendance based authorization.

Also, positive adjustments were limited to \$9.99/hr for regular authorizations and \$19.99/hr for special needs and in-home authorizations prior to this change. This hourly cap made it difficult to correct underpayments that resulted from less than the actual number of hours of attendance being entered on CCAR for attendance based authorizations. In some instances like this, the full positive adjustment could not be entered when the hourly cap was met.

**Example:** Kim is authorized for 45 hours to a certified provider based upon attendance for \$2.75/hr. The worker enters 5 hours for a week of attendance and a payment of \$13.75 (5hrs x \$2.75=\$13.75) is issued. After the issuance is made, the worker discovers that 45 hours of attendance should have been entered and the issuance should have been \$123.75 (45hrs x \$2.75=\$123.75). The worker is not able to enter the full adjustment for that week on CCAP for \$110.00 (\$123.75-\$13.75=\$110.00) because the adjustment exceeds the hourly cap of \$9.99/hr. The maximum adjustment that can be entered is \$36.20 (5hrs x \$9.99=\$49.95 - \$13.20=\$36.20).

The work around in both of these circumstances was to make the positive adjustment for that child for another attendance week that could accept the adjustment and enter case comments that indicate the correct week of the positive adjustment.

### ***NEW PROCESS FOR OVERRIDING A ZERO DOLLAR ISSUANCE***

When zero hours have been entered on CCAR for a week of attendance on an attendance based authorization and a zero dollar issuance has been made, an override can now be done on CCOA to make payment for that week. Only a worker with a security level of 50 or higher can override a zero dollar issuance.

Use this process to override a zero dollar issuance:

1. Tran to CCAR for the attendance period where a zero dollar issuance was made in error.
2. The attendance hours should be updateable. Enter the correct actual hours of attendance and enter a 'Y' in the override field for each child and each week where a zero issuance was made in error. Hit enter.
3. This will bring up CCOA. Enter CHR ("Correction Of Zero Hour Attendance") in the Override Reason Code field. This reason code must be used and is only valid when overriding a zero dollar issuance
4. Press [ENTER] to process the override.

### ***NEW ADJUSTMENT REASON CODE FOR A POSITIVE ADJUSTMENT GREATER THAN \$9.99/HR OR \$19.99/HR (For Special Needs And In-Home Authorizations)***

A payment adjustment can only be made for a week of attendance where an issuance has been made. If less than the actual number of hours of attendance were entered, resulting in an underpayment, a positive adjustment must be made. A worker with a security level of 50 or higher can enter the positive adjustment, without the limit for a regular authorization of \$9.99/hr or the limit for special needs or in-home provider authorization of \$19.99/hr.

The positive adjustment is entered on CCAP using the adjustment reason code SAC (Supervisor Authorized Correction). The reason code SAC must be used and is only valid when entering a positive adjustment amount which creates a payment that exceeds \$9.99/hr or \$19.99/hr (for special needs and in-home authorizations).

To make a correction to an adjustment entered on CCAP the correction must be entered on CCAD. The correction must be entered during the same week that the original adjustment was

entered and prior to the issuance. If the correction of the adjustment is to make a positive adjustment for more than the hourly caps of \$9.99/hr and \$19.99/hr, the reason code must be SAC.

### ***CONTACTS***

Direct questions regarding information in this memo to the Child Care Help Desk at: (608) 261-4580.